

**State of Washington  
Office of the Governor**

**Invites applications for the position of:**

## **Constituent Relations Representative**

**SALARY:** \$35,000 - \$51,000 annually

**OPENING DATE:** 11/5/2014

**CLOSING DATE:** Open until filled

### **DESCRIPTION:**

The Constituent Relations Representative works in the Constituent Relations Unit and is a member of the Communications team. This position handles casework for the Governor's Office and assists with the executive correspondence process.

### **DUTIES:**

- Serves as the primary point of contact for constituent casework. Handles walk-in constituents and phone calls. Responsible for the follow-up work involved in processing constituent inquiries and complaints.
- Coordinates the approval and signature process for executive/VIP correspondence (not including ceremonial letters). Tracks completion and quality of responses.
- Drafts and edits correspondence.
- Provides back up support to the staff of the Constituent Relations Unit.
- Provides back up support to the front desk.

### **QUALIFICATIONS:**

The ideal candidate will have:

- A Bachelor's degree.
- Thorough understanding of state government operations.
- Proven writing and editing skills.
- Ability to effectively communicate with constituents who are frustrated, distraught and confrontational.
- Advanced level of proficiency in Microsoft Word.
- Ability to learn new computer applications, including electronic tracking software.
- Ability to maintain confidentiality of information.
- Ability to manage high stress situations created by competing priorities.

### **PROCESS:**

Interested applicants should submit the following:

- (1) A letter of interest describing specific qualifications for the position;
- (2) A current resume detailing experience and education;
- (3) A writing sample not to exceed 5 pages;
- (4) A list of at least three professional references with current telephone numbers;
- (5) Personal Data sheet [www.ofm.wa.gov/jobs/datasheet.doc](http://www.ofm.wa.gov/jobs/datasheet.doc)

Please send completed application packets by mail, fax or email to:

Employee Services  
PO Box 43113  
Olympia, WA 98504-3113 or  
[OFMHR@ofm.wa.gov](mailto:OFMHR@ofm.wa.gov) or  
360.586.0051 FAX

